

Customer Services Volume Recording Worksheet

ID Number		Day	Week	A/P	FY	Reporting Unit and ZIP Code				Signature	
Unit Distribution						Post Office Box Distribution					
Letters		Flats		Parcel Post		Non-DPS Letters		Flats		Parcel Post	
Received	Missort	Received	Missort	Received	Missort	Received	Missort	Received	Missort	Received	Missort
(Col. 1)	(Col. 2)	(Col. 3)	(Col. 4)	(Col. 5)	(Col. 6)	(Col. 7)	(Col. 8)	(Col. 9)	(Col. 10)	(Col. 11)	(Col. 12)
13. Total Rcvd.	14. Total Msst.	21. Total Rcvd.	22. Total Msst.	29. Total Rcvd.	30. Total Msst.	37. Total Rcvd.	38. Total Msst.	45. Total Rcvd.	46. Total Msst.	53. Total Rcvd.	54. Total Msst.
15. Total Footage		23. Total Footage		31. Total Pieces		39. Total Footage		47. Total Footage		55. Total Pieces	
16. Carry-Over (Ft.)		24. Carry-Over (Ft.)		32.		40. Carry-Over (Ft.)		48. Carry-Over (Ft.)		56.	
17. Distributed (Ft.)		25. Distributed (Ft.)		33. Carry-Over (Pieces)		41. Distributed (Ft.)		49. Distributed (Ft.)		57. Carry-Over (Pieces)	
18. Total Pieces		26. Total Pieces		34. Distributed (Pieces)		42. Distributed Non-DPS (Pcs.)		50. Total Pieces		58. Distributed (Pieces)	
19. Unscheduled Letters (Ft.)		27. Unscheduled Flats (Ft.)		35. Total Unscheduled (Pcs.)		43. DPS (Pcs.)		51.		59.	
20. Delayed Letters (Ft.)		28. Delayed Flats (Ft.)		36. Total Delayed (Pcs.)		44. Total Pieces Distributed		52.		60.	
Comments						Missent Mail					
						Express Mail _____ (Pcs.) Priority Mail _____ (Pcs.)					
						Letters _____ (Pcs.) Flats _____ (Pcs.) Parcel Post _____ (Pcs.)					

GENERAL:

All units must complete heading information and use the same identification number as used on PS Form 3930. All letter and flat volumes must be entered in linear measurement to the quarter-foot. In the Comments Section, note any unusual circumstances which directly impact the workload for the distribution unit on that day.

Mail Distribution Units:

- Column 1** - Record the volume of letter mail received or on-hand for distribution in the unit. DO NOT include bypass or presort mail to routes.
- Column 2** - Record the volume of missorted letter mail that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Column 3** - Record the volume of flat mail received or on-hand for distribution in the unit. DO NOT include bypass or presort mail to routes.
- Column 4** - Record the volume of missorted flat mail that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Column 5** - Record the estimated piece count of parcel post received or on-hand for distribution in the unit.
- Column 6** - Record the estimated piece count of missorted parcel post that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Block 13** - Record the total of letter volumes entered in Column 1.
- Block 14** - Record the total of missorted letter volumes entered in Column 2.
- Block 15** - Enter the total of Block 13 plus Block 14.
- Block 16** - Record the portion of the total volume of letter mail recorded in Block 15 but was not distributed (carried-over). Convert to pieces using standard conversion factors and transfer to Line 63, PS Form 3930.
- Block 17** - Record the portion of the total volume of letter mail recorded in Block 15 that was distributed. Block 15 minus Block 16 must equal Block 17.
- Block 18** - Record the total pieces of letter mail distributed. Convert the total linear count in Block 17 using the standard conversion factor for letters and transfer total pieces to Line 41, PS Form 3930.
- Block 19** - Record the portion of the total available letter mail (Block 15) which was unscheduled distribution volume that the unit is normally not required to distribute and which is committed for distribution and delivery on the day of receipt (usually received on the last A.M. trip). Record in feet.
- Block 20** - Record the portion of the letter mail not distributed (Block 16) that was committed for delivery that day (Reference - Service Standards) but was not distributed to the letter routes and post office box unit in time for that day's delivery. Record in feet.
- Block 21** - Record the total of flat volumes entered in Column 3.
- Block 22** - Record the total of missorted flat volumes entered in Column 4.
- Block 23** - Enter the total of Block 21 plus Block 22.
- Block 24** - Record the portion of the total volume of flat mail recorded in Block 23 but was not distributed (carried-over). Convert to pieces using standard conversion factors and transfer to Line 63, PS Form 3930.

- Block 25** - Record the portion of the total volume of flat mail recorded in Block 23 and was distributed. Block 23 minus Block 24 must equal Block 25.
- Block 26** - Record the total pieces of flat mail distributed. Convert the total linear measurement in Block 25 using the standard conversion factor for flats and transfer total pieces to Line 42, PS Form 3930.
- Block 27** - Record the portion of the total available flat mail (Block 23) which was unscheduled distribution volume that the unit is normally not required to distribute and which is committed for distribution and delivery on the day of receipt (usually received on the last A.M. trip). Record in feet.
- Block 28** - Record the portion of the flat mail not distributed (Block 24) that was committed for delivery that day (Reference - Service Standards) but was not distributed to the letter routes and post office box unit in time for that day's delivery. Record in feet.
- Block 29** - Record the total parcel post entered in Column 5.
- Block 30** - Record the total of missorted parcel post pieces entered in Column 6.
- Block 31** - Enter the total of Block 29 plus Block 30.
- Block 32** - Leave blank.
- Block 33** - Record the portion of the total parcel post recorded in Block 31 that was not distributed (carried-over).
- Block 34** - Record the total parcel post distributed. Block 31 minus Block 33 must equal Block 34. Transfer total of Block 34 to Line 44, PS Form 3930.
- Block 35** - Record the total volume of letters and flats which was unscheduled distribution. Block 19 plus Block 27 must equal Block 35. Convert the total linear measurement in Block 35 using the standard conversion factor for each mail type and transfer total pieces to Line 43, PS Form 3930.
- Block 36** - Record the total volume of letters and flats delayed. Block 20 plus Block 28 must equal Block 36. Convert the total linear measurement in Block 36 using the standard conversion factor for each mail type and transfer total pieces to Line 62, PS Form 3930.

Post Office Box Distribution Units:

- Column 7** - Record the volume of letter mail received or on-hand for distribution in the post office box unit. This includes presort letters other than Delivery Point of Sequence (DPS) mail.
- Column 8** - Record the volume of missorted letter mail that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Column 9** - Record the volume of flat mail received or on-hand for distribution in the post office box unit.
- Column 10** - Record the volume of missorted flat mail that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Column 11** - Record the estimated parcel post received or on-hand for distribution in the post office box unit.
- Column 12** - Record the volume of missorted parcel post mail that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Block 37** - Record the total of letter volumes entered in Column 7.

- Block 38** - Record the total of missorted letter volumes entered in Column 8.
- Block 39** - Enter the total of Block 37 plus Block 38.
- Block 40** - Record the portion of the total volume of letter mail recorded in Block 39, that was not distributed (carried-over).
- Block 41** - Record the portion of the total non-DPS volume of letter mail recorded in Block 39 that was distributed. Block 39 minus Block 40 must equal Block 41.
- Block 42** - Record the total pieces of non-DPS letter mail distributed to post office boxes. Convert the total linear measurement in Block 41 using the standard conversion factor for letters.
- Block 43** - Record the portion of the total letter volume received for the post office box section which was DPS letter volume. All volume received in the delivery unit which is accompanied by an EOR will not require linear measurements. Piece counts from the EOR will be utilized. If EOR is not available, measure DPS mail in quarter-foot increments (i.e., .25, .50, .75, etc.) and convert into pieces using standard conversion for DPS letters.
- Block 44** - Record total pieces distributed into post office boxes. Block 42 plus Block 43 must equal Block 44. Transfer total pieces to Line 50, PS Form 3930.
- Block 45** - Record the total of flat volumes entered in Column 9.
- Block 46** - Record the total of missorted flat volumes entered in Column 10.
- Block 47** - Enter the total of Block 45 plus Block 46.
- Block 48** - Record the portion of the total volume of flat mail recorded in Block 47 that was not distributed (carried-over).
- Block 49** - Record the portion of the total linear volume of flat mail recorded in Block 47 that was distributed. Block 47 minus Block 48 must equal Block 49.
- Block 50** - Record the total pieces of flat mail distributed to post office boxes. Convert the total linear measurement in Block 49 using the standard conversion factor for flats and transfer total to Line 51, PS Form 3930.
- Block 51** - Leave blank.
- Block 52** - Leave blank.
- Block 53** - Record the total parcel post entered in Column 11.
- Block 54** - Record the total of missorted parcel post pieces entered in Column 12.
- Block 55** - Enter the total of Block 53 plus Block 54.
- Block 56** - Leave blank.
- Block 57** - Record the portion of the total parcel post recorded in Block 53 that was not distributed (carried-over).
- Block 58** - Record the total parcel post pieces distributed to post office boxes. Block 55 minus Block 57 must equal Block 58.
- Block 59** - Leave blank.
- Block 60** - Leave blank.